Oliver Ipsioco

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- **Website Portfolio (2nd):** https://oliveripsioco.my.canva.site/web3andgenerativeai

WORK EXPERIENCE

Podium   **Remote**
Artificial Intelligence (AI) Support Tooling Manager (Independent Contractor) March 2024 - Present
- **AI Chat Optimization:** Proactively supported and maintained AI chat, achieving an average of **6%** improvement in the deflection rate, increasing it from **59%** to a **65%** average over six months.
- Successfully supported the 100% implementation of Decagon email deflection for US operations.
- **AI Monitoring:** Daily monitoring of customer support conversations using **Decagon's Enterprise-grade generative AI platform (Conversational AI for CX or Customer Experience Operations)**, identifying real-time trends and critical issues.
- **Feature Enhancements and Improvements:** Collaborated with CX Strategy and Operations, Engineering, and the Decagon Team on projects implementing new feature enhancements and improvements for Decagon and Podium (including troubleshooting, testing new features and enhancements, and optimizing Decagon features such as Agent Assist, Playbook, Vision Language Models (VLM), Knowledge Base (KB), and other Decagon flow).
- **Reporting:** Managed daily and weekly reporting on key trends and opportunities using **Decagon's insight feature** and **Sigma Computing's data analytics dashboard**, delivering insights to the Operations and Support Leadership team's decision-making.
- **Process Improvement:** Recommended process improvements and automation opportunities, enhancing the tool's deflection rate.
- **Content Management:** Partnered with the Knowledge Base Manager and CX Operations Manager to update and optimize Salesforce Knowledge Base content, addressing inaccuracies identified through AI tool interactions.
- **Enhanced Prompt Engineering:** Collaborated with internal teams and external partners to optimize, refine, train, and enhance Decagon's AI chatbot responses, resulting in a high-impact improvement to the user experience through effective prompt engineering techniques.
- **Proficiency in the concept and principles of knowledge-ground conversational AI (AI Agents and Communication Platforms as a Service or CPaaS)**, improving user experience and operational efficiency through continuous monitoring, trend analysis, and optimization.

DocypherLabs   **Remote**
Founder / Business Owner (Sole Proprietor)   **February 2024 - Present**
- **Strategic Consulting and Collaboration:** Provided strategic consulting services to clients, focusing on partnerships and collaborations that harness the power of Artificial Intelligence, including Generative AI and AI-driven digital transformation strategies, to address evolving business needs. Helped design, build, and implement initiatives to secure high-impact strategic partnerships, and delivered consulting, training, and knowledge management solutions to drive innovation and operational excellence.
- **Training and Education:** Design and deliver engaging training programs on Generative AI concepts, principles, and applications (Including prompt engineering techniques) such as Large Language Models (LLMs), Multimodal LLM, Vision-Language Models (VLMs), Retrieval-Augmented Generation (RAG), Visual Question Answering (VQA), Knowledge-Grounded Conversational AI, AI Safety, Risk and Ethical Considerations, and more.

- **Leadership and Vision:** Drive the brand towards the goal of becoming a leader in Generative AI-driven digital technology. Simplify complexity, enhance efficiency, and drive progress through effective teamwork.
- **Upholding Brand Values:** Foster an environment that encourages inclusive innovation, effective communication, continuous improvement, ownership mentality, and a collaborative spirit.
- **Impact and Solutions:** Develop solutions that bridge the technology gap for various sectors, including MSMEs, Non-Profit Organizations, government, and NGOs. Strive to increase customer satisfaction, enhance employee engagement, foster continuous innovation, and make a positive community impact.
- **Expertly Leveraged Generative AI Platforms (Including AI-Powered SaaS and AIaaS Tools):** Utilized Generative AI platforms, including AI-powered SaaS and AIaaS tools, such as Google AI Studio, ChatGPT, Google Gemini, NotebookLM, Microsoft Copilot, Perplexity AI, Claude 3, Huggingface, Google AI Test Kitchen (ImageFX, MusicFX, etc.), Canva (Magic Studio), Notion AI, Gemini for Business (Google Workspace), Leonardo.ai, DALL-E, Google's Imagen 3, and AI video generation tools (e.g., RunwayML, Invideo AI), to optimize tasks, streamline projects, and produce compelling content (text, image, video, audio) across various domains, driving innovation and efficiency.
- **Generative AI Prompt Engineering and Model Enhancement**: Specialized in creating, designing, and customizing GPTs and Google Gemini Gems prompt instructions to optimize LLM responses.

Galxe   **Remote**
Client Experience Specialist (Independent Contractor)   **August 2023 - November 2023**
- Resolve and respond to customer inquiries by providing accurate information, escalating issues to appropriate teams when necessary, and following up to ensure customer satisfaction.
- Collaborate with other teams to ensure a seamless client experience.
- Supported the team in developing and updating instructional materials such as user guides, manuals, and tutorials to help customers utilize our product or service effectively.
- Work with product development teams to understand and incorporate new features and updates into the guides.
- Analyze customer feedback and usage data to improve the guides.
- Define processes for customer support, including escalation procedures, response time targets, and quality standards.
- Monitor and analyze customer support metrics to identify areas for improvement.
- Utilized Notion's capabilities, including its AI features, to assist the team in streamlining and improving project management and task tracking.
- Use Intercom's integrated chat and email to effectively manage customer inquiries and tickets. Use the AI features of these tools to create macro responses and enhance replies.
- Empower users with fundamental product knowledge and on-chain credentials, campaign setup, and transaction guidance, including NFT minting and supported networks.
- Collaborate with Engineering to address dashboard user issues, including bugs, error codes, and feature requests.

Coinbase   **Taguig, Philippines**
Support Analyst (Full-Time - Remote)   **October 2021 - April 2023**
- Responsible for providing support for Coinbase customers by investigating, troubleshooting, and resolving customer issues across multiple channels (phone, email, social, and/or chat).
- Utilized Salesforce.com (SFDC) for handling and managing support ticket/case management, and maintaining accurate and up-to-date records.
- Utilized blockchain explorers (etherscan.io, blockchain.com, etc.) to investigate crypto on-chain transactions, enhancing transaction accuracy and security.

- Expertly leveraged cryptocurrency aggregators (CoinGecko and CoinMarketCap) to meticulously track, compare, and analyze cryptocurrency prices and market data, driving informed decision-making and strategic insights.
- Collaborated with internal teams, communicating escalated bug reports and known issues via Jira and Slack, contributing to efficient issue resolution.
- Leveraged Confluence as a knowledge base resource, enabling quick access to relevant information for problem-solving.
- Manage, prioritize, and respond to Tier 2 issues, inquiries, and escalations from the back-end.
- Handled multi-pillar issues related to crypto on-chain/off-chain transactions (Includes exposure in some L1 networks, Mainet like Ethereum, Binance Smart Chain, and Base which is Coinbase L2 network, etc.), wallet access management, basic DeFi (Decentralized Finance) and DEX (Decentralized Exchange) questions (Uniswap, etc.), crypto rewards (Staking), NFTs, compliance/policy-related issues (Including KYC or Know your customer, Jumio ID verification, and Geofenced crypto assets), access issues (Account recovery), risk (Including fraud and payment risk-related issues like clawbacks/chargeback, etc.) trust and safety (Issues like phishing, safety access issues like account takeover/account compromise), payment issues which include crypto buys/sells/deposits/withdrawals/crypto to fiat conversions, etc. (Related to Cards, ACH, SEPA, PayPal, Wire, Apple Pay, Google Pay), etc.
- Managed, prioritized, and responded to Tier 2 issues, inquiries, and escalations from the back end, ensuring high customer satisfaction.
- Participated in an on-call rotation to address high-priority queues and provided daily handovers to global operational teams, ensuring continuous support coverage.
- Addressed customer complaints, suggestions, feedback, and feature requests, enhancing overall customer engagement and satisfaction.
- Communicated with internal and external stakeholders empathetically and tactically, ensuring clear and effective resolution of customer concerns.
- Proactively drove impactful changes across workflows, policies, and tools by collaborating with internal support teams and vendor partners.
- Set a high bar for support analysts within the organization through exemplary performance and work ethic, serving as a role model.
- Performed SFDC case scrubbing and data analysis using Looker to identify causes of FCR and resolution rate defects, enabling process improvements.

Google Operations Center (GOC)   **Taguig, Philippines**
Digital Media Senior Associate (Video) - Google Ads (YouTube Advertising)   **September 2020 - October 2021**
- Support Account Managers (Sales: SMB and LCS)/ Customers with their advertising technical issues resolution on email/chat or messaging/phone/VC (Video Conference) support channels (Varies depending on the workflow/POD)
- Provides prompt and efficient service to B2B customers (Advertisers/Digital Ad Agencies) and Account Managers including the appropriate escalation of customer issues
- Serves as a Level 2 / pSME (Product Subject Matter Expert) and provides internal consultative support to internal global support, and vendor (3rd Party/BPO) partner teams
- Troubleshoot and resolve issues related to Google Analytics Premium. This includes technical troubleshooting of issues related to GA Integrations, billing, implementation, customization of the code, account setup, mobile-related issues, etc.
- Demonstrate knowledge of online media and digital advertising/marketing combined with communication skills and analytical abilities that shape how new and existing businesses grow.
- Maintains acceptable performance metrics such as customer satisfaction, quality, productivity, first contact resolution, speed of response, and attendance

- Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues
- Demonstrates excellent time-management skills and the ability to work independently: using resources, policies, and procedures effectively to solve customer issues
- Contributes to a positive team environment and proactively aids team members with difficult contacts as needed
- Partner effectively with second-level escalation teams to solve customer cases that need special attention and care.
- Proactively develop innovative ideas to drive the process, product, and support improvements.
- Collaborate with specialists and product team members on new feature development.
- Perform other tasks like daily and weekly case review, scrubbing, SLA review, data management, and reporting

Google Operations Center (GOC) **Taguig, Philippines**
Digital Media Senior Associate - Platforms DV360 **April 2020 - September 2020**
- Delivered excellent customer service by promptly addressing questions and resolving issues through various channels, including chat, live email, instant messaging, and phone.
- Maintained a positive and professional demeanor towards customers, ensuring a high level of customer satisfaction.
- Scoped and collected customer requirements, offering guidance on best practices, and utilizing technology and product knowledge to address business and technology needs effectively.
- Served as the point of contact for top online/digital ad agencies and advertisers, providing consultative technical support and strategic relationship management.
- Led customer communications and technical issue resolution, ensuring the highest level of customer satisfaction.
- Proactively identified opportunities to optimize existing or new processes and tools, enhancing internal efficiency and customer satisfaction.
- Educated client end-users on product usage, ranging from basics to best practices, to maximize their understanding and utilization of the product.
- Successfully troubleshooted and resolved complex cases from the DV360 platform, showcasing strong technical expertise.
- Collaborated with international teams in engineering, product, vendor workforce, and other cross-functional teams to address user-impacting issues and bugs effectively.
- Contributed to internal product initiatives, such as account migration and bulk uploads, under Google's direction.

Self Employed (Part-Time) l Freelance (In partnership with Klimex Capital Markets) **Australia**
Master Introducing Broker (IB Partner) **November 2019 - December 2022**
- Introduced potential individual and corporate clients to brokers and their comprehensive range of products and services.
- Provided ancillary services, including marketing, training, learning development, and promotional support to enhance client engagement and satisfaction.
- Assisted current and prospective clients with understanding and utilizing basic trading platforms and functionalities effectively.
- Delivered factual and compliant information about the broker's products and services, ensuring transparency and trust.
- Leveraged social media platforms to disseminate accurate information (compliance approved) about broker offerings.
- Managed and developed a high-performing sub-IB team, fostering a collaborative and motivated environment.

- Trained and mentored sub-IB partners and clients on trading platforms, broker services, and both fundamental and technical trading strategies.
- Conducted comprehensive training on various trading instruments, including Forex, CFDs, Indices, Commodities, Spot Metals, and cryptocurrencies like Bitcoin (BTC) and Ethereum (ETH).
- Educated clients on blockchain technology basics and imparted knowledge of risk management practices.
- Collaborated with clients to develop effective trading strategies tailored to their unique needs and goals.

Uber   **Taguig, Philippines**
Community Operations Specialist - ANZ Funnel   **December 2018 - October 2019**
- Provided onboarding and KYC support to driver-partners based in ANZ, ensuring seamless activation and compliance with business guidelines and regulatory requirements.
- Reviewed and validated driver and vehicle documents, including commercial licenses, to determine KYC compliance before activation.
- Ensure informed decisions on document approval or rejection based on business guidelines and regulatory standards.
- Offered in-app ticket (messaging) and phone support to driver-partners, addressing document queries and assisting with the sign-up process.
- Routed and escalated unresolved issues, including out-of-scope support, to internal teams and support leads, ensuring prompt resolution.
- Ensured compliance with activation requirements and document funnel guidelines for streamlined onboarding.
- Utilized Zendesk for efficient case and ticket management on vehicle registration documents for Tasmania.
- Leveraged Salesforce.com to access knowledge-based resources and provide effective resolutions for driver-partner-related issues.
- Escalated fraud issues about driver-partner documents to relevant internal teams, ensuring fraud management and prevention.

Concentrix   **Taguig, Philippines**
Invoice Analyst (Google Network Commercial Operations - NetCo)   **April 2016 - November 2018**
- Reviewed and validated supplier invoices, ensuring accurate AP entries and adherence to purchase order details.
- Conducted analysis of service and billing circuit details for invoice approval.
- Collaborated with account managers and the funding team for correct invoice assignment.
- Managed Non-PO Supplier Accounts, facilitating timely payments with accurate cost centers and GL codes.
- Supported the team in issue tracking and process improvement initiatives.
- Reconciled vendor invoices using Oracle for invoice review and tracking.
- Responded to internal and external (Vendor) inquiries via email ticketing using Google's internal CRM: Guts and Buganizer.
- Communicated with suppliers to retrieve missing invoices.
- Performed data management and invoice entry using Rivermine and standard Excel/Google Sheet formulas.
- Collaborated with internal teams to resolve billing issues and ensure accurate invoice processing.
- Utilized Google's internal CRM tools (Guts and Buganizer) for efficient communication.
- Ensured proper resolution of filed tickets, and met relevant KPI targets (Like SLA).
- Conducted review and validation of invoices before loading invoices for the audit matching process.

Infosys   **Muntinlupa, Philippines**
Process Specialist (AR OTC Collections and P2P AP Vendor Query) **February 2015 - January 2016**

- Managed aging reports of customers' books to optimize cash flow and collections.
- Checked customer invoice status, addressed queries, and generated invoices via SAP GL.
- Provided customers with service contracts and agreements using Oracle.
- Communicated with customer accounts payable, purchasing, and C-level executives for payment approvals.
- Managed aging reports of customer accounts using SAP.
- Initiated order-to-cash collections by sending account statements and payment reminders.
- Supported B2B customers in resolving billing and dispute issues.
- Collaborated with the Credit Risk and Order Processing Team for risk review and order release approvals.
- Managed record-to-report processes for seamless financial reporting.
- Partnered with the Vendor Collections Manager and internal teams for weekly and monthly reports, collections meetings, account reviews, and escalations.
- Handled dispute management, dunning activities, and write-offs on customer accounts.
- Performed end-to-end OTC Collection tasks, including reconciliation of outstanding aged invoices.
- Reviewed and approved or rejected services using the Salesforce CRM Tool.
- Collaborated with the Cash Applications Team for payment offsets, credit, and debit notes.
- Communicated with suppliers on invoice and payment reconciliation.
- Reviewed and validated supplier invoices for correct information and matching.
- Reconciled vendor/supplier invoices.

Synchrony Financial (Formerly GE Capital Retail Finance)   **Muntinlupa, Philippines**
Financial Services Representative   **November 2008 - October 2014**
- Provide daily phone banking support for consumer PLCC accounts, addressing inquiries, requests, and concerns.
- Handle phone application inquiries, and credit line increase requests promptly and accurately.
- Offer solutions for consumer billing inquiries and provide account-specific information.
- Address online banking-related inquiries and concerns to ensure a seamless online banking experience.
- Effectively manage consumer complaints regarding credit card issues and service-related matters in compliance with business relationships and federal regulations.
- Collaborate with internal teams to resolve fraud-related issues (Related to risk, trust, and safety) and secure customer accounts.
- Initiate cross-selling efforts for Visa upgrade (Flip of One) and Debt Cancellation (Card Security).
- Demonstrate knowledge of global financial services industry regulations, including AML, KYC, US-based credit reporting agencies, and information security and data privacy protocols.

JPMorgan Chase & Co.   **Makati, Philippines**
Customer Care Professional (Chase Home Finance)   **April 2008 to November 2008**
- **Homeowner Account Support:** Provide homeowners with account-specific details, address inquiries and issues related to payments, statements, and service-related matters, and offer **billing and financial information to borrowers with home equity installment loans (HELOAN) and line of credit (HELOC) accounts.**
- **Account Maintenance:** Perform tasks such as processing address changes, facilitating payments by phone, fulfilling document requests, and handling fraud-related issues, ensuring accurate and efficient handling of account updates.
- **Cross-Sell and Retention:** Initiate cross-sell efforts for Chase Credit Cards and implement retention strategies to enhance customer loyalty and satisfaction.

DELL   **Pasay, Philippines**
Customer Care Senior Assistant (DHS, SMB, ATG, and LVR)   **July 2007 - April 2008**

- **Customer Support and Order Processing:** Provide comprehensive support for freight and service-related issues, process third-party orders, and assist with order status inquiries.
- **Product Information and Technical Support:** Offer detailed information about estimated ship dates and delivery status, and provide web-based technical support for Dell products.
- **Inbound and Outbound Customer Communication:** Handle inbound customer support calls, resolve and follow-up on requests, and communicate with major carriers for change of address and delivery support requests.
- **Order Details and Departmental Routing:** Provide support for invoice requests and order details, transfer inbound calls to specific departments for efficient resolution, and route calls to the correct department for specific requests.
- **Catalog Requests and Dell Store Information:** Offer information on catalog/mailing requests or removals, and provide locations of Dell Stores or Kiosks.

HSBC   **Muntinlupa, Philippines**
Account Manager (Retention)   **March 2006 - July 2007**
- **Comprehensive Customer Support:** Assist and educate customers on account-related topics, address billing inquiries, update account information, and resolve product/charge disputes. Document and report customer complaints and escalations.
- **Fraud and Security Management:** Process payments, conduct balance transfers, assist in reporting lost or stolen credit cards, handle reporting of fraudulent activities, and apply advanced fraud prevention techniques.
- **Inbound Sales and Retention:** Conduct inbound sales for Enhancement Services targeted toward cardholders and identify eligible customers for retention efforts, offering additional credit card benefits.
- **Second Escalation and Retention Support:** Provide specialized service for second escalation calls, resolving complex customer issues and closure requests.

PROJECTS

eGet Shop and Solutions   **Shopify and Etsy eCommerce Store**
Project task and responsibilities (Part Time Remote Side Project)   **April 2020 - August 2023**
Website/Social Media: https://www.facebook.com/eGetShopandSolutions
- Set up and manage Etsy and Shopify dropshipping store
- Integrate analytics (Google, Facebook) to track customer data
- Optimize Google Merchant Center listings
- Implement Facebook Chatbot for instant customer support
- Research trends to identify winning products to sell
- Optimize SEO with tools like Erank to improve visibility
- Create engaging content and ads for social media platforms including Facebook, Instagram, YouTube, Twitter, LinkedIn, and TikTok
- Respond to customer inquiries via social media and CRM system (Zoho)
- Organize and optimize product listings for better visibility and sales
- Conduct product research to identify potential top-selling items
- Manage Google and Facebook ads for optimal targeting and performance
- Handle legal compliance such as business registration and trademark filing (IPOPHIL)
- Manage customer orders and returns efficiently
- Collaborate with 3rd party merchants on integrations and payment gateways
- Work with dropshipping suppliers to source trending products

EDUCATION

AMA Computer College   **Las Pinas City, National Capital Region**
Bachelor of Science in Information Technology   May 2002 - August 2005

- Major in Multimedia Arts and Web Design

SKILLS

Technical Skills: Microsoft Office (Word, Excel, PowerPoint) | Google Workspace (Docs, Slides, Sheets) | Salesforce | Zendesk | Jira | Confluence | Google Ads | Meta Ads (Facebook) | DV360 | MetaTrader 4 | Google Ads | Looker | Shopify | Asana | SAP | Oracle Financial | Rivermine | Slack | Zoho | Basic HTML | Basic CSS | Copywriting | CoinGecko | CoinMarketCap | Social Media Marketing and Management | SEO | eRank | Shopify | Etsy | Ethescan | Blockchain.com | Generative AI (Including AI Prompt Engineering Text-to-Image and Text-to-Video) | Stable Diffusion | ChatGPT | DALL-E 3 | GEMINI (Powered by GEMINI Pro LLM) | Perplexity AI | Large Language Model (LLM) | Claude.ai | Perplexity AI | Microsoft Copilot (Powered by GPT-4 and DALL-E 3) | Canva Magic Studio | Leonardo.ai | Adobe Firefly | Intercom | Notion | ClickUp | Microsoft Loop | Decagon | Podium | Amplitude | Sigma Computing | Basic Familiarity with Google AI Studio and Google Cloud Vertex AI

Leadership, Training and Organizational Skills: Strategic Vision | Data-Driven Decision-Making | Cross-Functional Leadership | Collaboration | Empathetic | Leadership Relationship Building | Continuous Learning | Growth Mindset | Instructional Design | Content Development

Industry Experience: Generative AI (Including Prompt Engineering) | Digital Marketing | Financial Services (Banking and Capital Markets) | Capital Markets (FOREX) | Web3 (Cryptocurrency, NFT, SocialFi, and Blockchain Technology) | eCommerce | Technology | SaaS (Software as a service) | IT-BPO | Customer Success and CX Operations (Customer Experience) | Learning & Development | CPaaS (Communication Platforms as a Service) | iPaaS (Integrated Platforms as a Service) | AIaaS (AI as a Service)

CONFERENCES, SEMINARS, AND NETWORKING EVENTS

Title: Tech Week Singapore **Inclusive Dates:** October 9 to 10, 2024 | Venue: Marina Bay Sands Singapore

Title: Conversational AI and Customer Experience Summit **Inclusive Dates:** July 18 to 19, 2024 | Venue: JS Luwansa Hotel and Convention Center Jakarta, Indonesia

Title: SuperAI | **Inclusive Dates:** June 5 to 6, 2024 | Venue: Marina Bay Sands Singapore

Title: TOKEN2049 | **Inclusive Dates:** September 27 to 28, 2022 | Venue: Marina Bay Sands Singapore

FACILITATED TRAINING AND WORKSHOPS

AI Learning Days 2024 Event (Mandaue, Cebu, Philippines): May 20 to 22, 2024

- **Workshop Learning Booth 2:** The Generative AI Advantage: Skills for Real-World Impact
- **Workshop Learning Booth 7:** Harnessing Generative AI in HR: Practical Applications for Efficiency and Insight

WEBINAR WORKSHOP

- **Webinar Topic:** TECH Webinar Series - Large Language Models (LLM): Deepening Understanding and Application | **Inclusive Dates:** February 2024 | **Event Title:** i-TECH Webinar Series | **Trainer / Facilitator**: Oliver Ipsioco
- **Webinar Topic:** TECH Webinar Series - Introduction to RAG & VQA | **Inclusive Dates:** February 2024 | **Event Title:** i-TECH Webinar Series | **Trainer / Facilitator**: Oliver Ipsioco

TRAINING AND CERTIFICATIONS

Fundamentals of Digital Marketing (Google Digital Garage) | Intro to Coinbase NFT (Ecosystem Coinbase NFT) | Master Digital Marketing (LinkedIn Learning Course Path) | Foundations of Project Management (Coursera) | Advance Your Skills in Blockchain (LinkedIn Learning Course Path) | Coinbase

Data Protection and Privacy Training | Introducing Broker Certification (Klimex Capital Markets) | Shopify Partner Academy (Shopify) | Master Digital Transformation (LinkedIn Learning) | Blockchain, Cryptoassets, and Decentralized Finance (Coursera) | Understanding Capital Markets (LinkedIn Learning) | Basics of Underwriting (AIA Philippines) | Customer Service Specialist Certificate (Mangtas) | Social Media Marketing: Strategy and Optimization (LinkedIn Learning) | Social Media Marketing with Facebook and Twitter | ChatGPT Masterclass: ChatGPT Guide for Beginners to Experts (Udemy) | Intercom Certified (Intercom) | Introduction to Generative AI Studio (Google Cloud Skills Boost) | Introduction to Generative AI (Google Cloud Skills Boost) | EF SET Certificate English Proficiency Test (C1 Advanced Level) | Generative AI Learning Plan for Decision Makers (AWS Skill Builder) | Gemini for Google Workspace (Google Cloud Skills Boost) | Talking to AI: Prompt Engineering for Project Managers (Project Management Institute (PMI)) | Prompt Design in Vertex AI (Google Cloud Skills Boost) | Gemini for Google Cloud Learning Path (Google Cloud Skills Boost) | Generative AI for Developers Learning Path

PARTICIPATED IN A COMMUNITY SERVICE WITH A CAUSE

Program Title: Empowering Modern PWDs: Legal Rights and Success in the Digital World | **Organization:** The Cainta Ortho Community - A sector of Cainta PWD Advocacy Group (CPAG) | **Inclusive Dates:** October 29, 2023 | **Venue:** Cainta Elementary School Auditorium Cainta, Rizal Philippines

PROFESSIONAL REFERENCES

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